

Central Texas Iron Works of Data Privacy Incident

Central Texas Iron Works (“CTIW”) is notifying certain individuals of a recent incident that may impact the privacy of personal and/or medical information. CTIW is unaware of any misuse of the information and is providing notice to potentially affected individuals out of an abundance of caution.

On or about September 16, 2021, CTIW experienced a data security incident that impacted CTIW computer systems and caused a temporary disruption to certain operations. CTIW immediately responded and launched an investigation with the assistance of cybersecurity experts to confirm the nature and scope of the incident and restore the operability of impacted computer systems. Through the investigation, CTIW learned that an unauthorized actor accessed CTIW systems and may have viewed or acquired business data containing certain employee and customer information between September 15 to September 16, 2021. Information related to you may be included in the impacted data set. After determining the scope of information in the potentially impacted files, CTIW undertook efforts to locate address information for the affected individuals, put resources in place to assist, and provide direct notice.

The types of personal information that may have been accessible to an unauthorized actor include first and last name, date of birth, and Social Security number.

CTIW takes the security of personal information very seriously. Since discovering this incident, CTIW reviewed and supplemented security protocols.

On January 11, 2022, CTIW began notifying potentially impacted individuals and regulatory authorities as required. Although CTIW is unaware of the misuse of any personal information impacted by this incident, individuals are encouraged to remain vigilant against incidents of identity theft by reviewing account statements and explanations of benefits for unusual activity. Any suspicious activity should be reported to the appropriate institution.

Individuals seeking additional information regarding this incident can call CTIW’s dedicated, toll-free number at 1-800-939-4170, Monday through Friday from 8 am to 8 pm Central, excluding U.S. holidays. Individuals may also write to CTIW at P.O. Box 2555 Waco, Texas 76702.

CTIW is committed to safeguarding personal information and will continue to work to enhance the protections in place to secure the information in its care.

Best Practices

Although CTIW is unaware of any misuse of personal information as a result of this incident, individuals are encouraged to remain vigilant against incidents of identity theft and fraud, to review account statements, explanation of benefits, and to monitor credit reports for suspicious activity and to detect errors. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial, as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. CTIW is located at 1100 Winchell Dr. Waco, TX 76712.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.